

Fig. 1

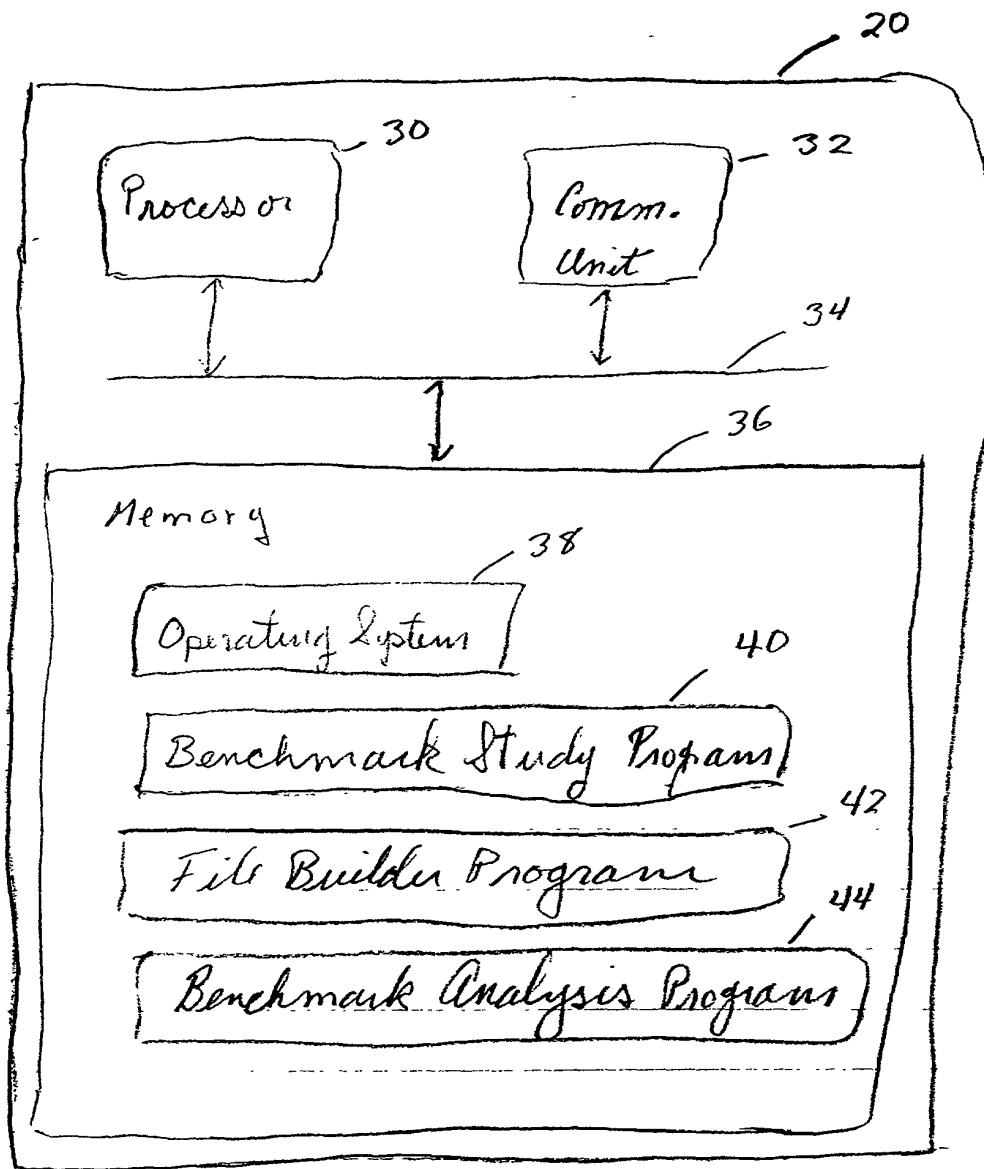


Fig. 2

46

- 48

4

- 

Fig 3

[illegible]

• **Employees**

a. How many permanent employees did your corporation have, on average, over the past year?

52 →

Average: 29,984.5 (47 Responses)

b. Did your corporation provide information, administrative services, or knowledge sharing capabilities to any of these employees online [i.e., through an Internet site or an Intranet] during the past year?

54 →

56 → ☐ Yes

58 → ☐ No

Fig 4

From the list of possible business areas in the list box below, please select those which are important for your corporation and add them to the box on the right. If there are important areas of your business not listed here, please add them to this list. In the next question, you will be using this list to assess how your eBusiness efforts in each business area compare to other enterprises in your corporation's industry.

Business areas	Business areas important
<p>62 →</p> <ul style="list-style-type: none"> <li>Business Development</li> <li>Central Web Development</li> <li>Customer Service</li> <li>Enterprise Senior Management</li> <li>Finance/Accounting</li> <li>Human Resources</li> <li>Information Technology</li> <li>Legal</li> <li>Logistics</li> <li>Marketing</li> <li>Operations (e.g. manufacturing, services)</li> <li>Process Improvement/Quality</li> <li>Procurement</li> <li>Research &amp; Development</li> <li>Sales</li> </ul>	<p>66 →</p> <p>64 →</p> <p>70 →</p>
<p>68 → Add a business area not in the above list</p> <p><input type="text"/></p>	

Fig 5

For each of your SBU's business areas listed below, indicate its relative importance to the overall success of the SBU by distributing exactly 100 points across all of the areas. Then assess how your eBusiness efforts in that area compare to other enterprises in your SBU's industry.

Business Area	Importance	Below industry levels	Same as the rest of industry	Above industry levels	Don't Know
Business Development	<u>88</u>	<u>90</u>		<u>90</u>	<u>92</u>
Customer Service					
Human Resources					
My own item added					

Fig. 6

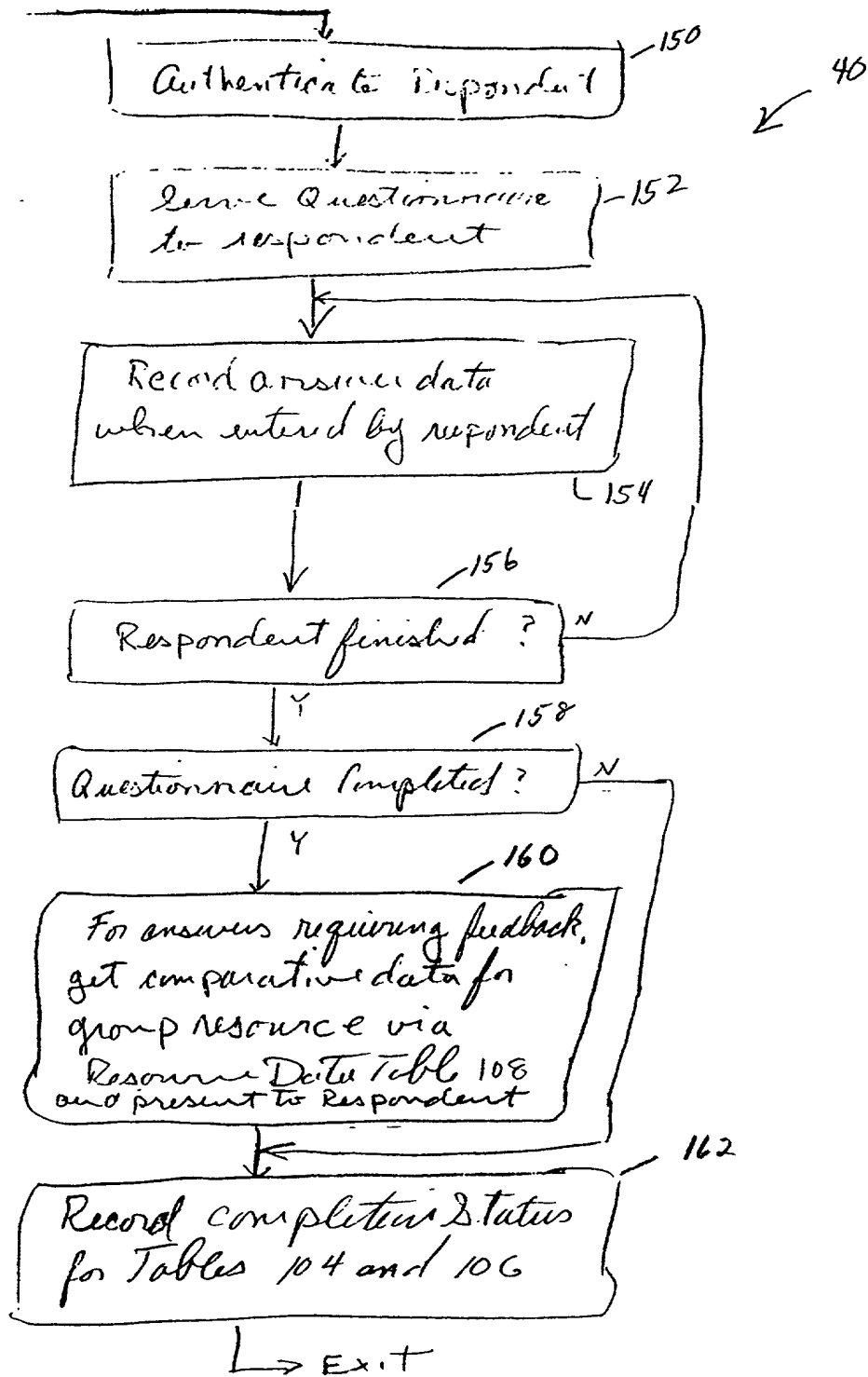


Fig 7

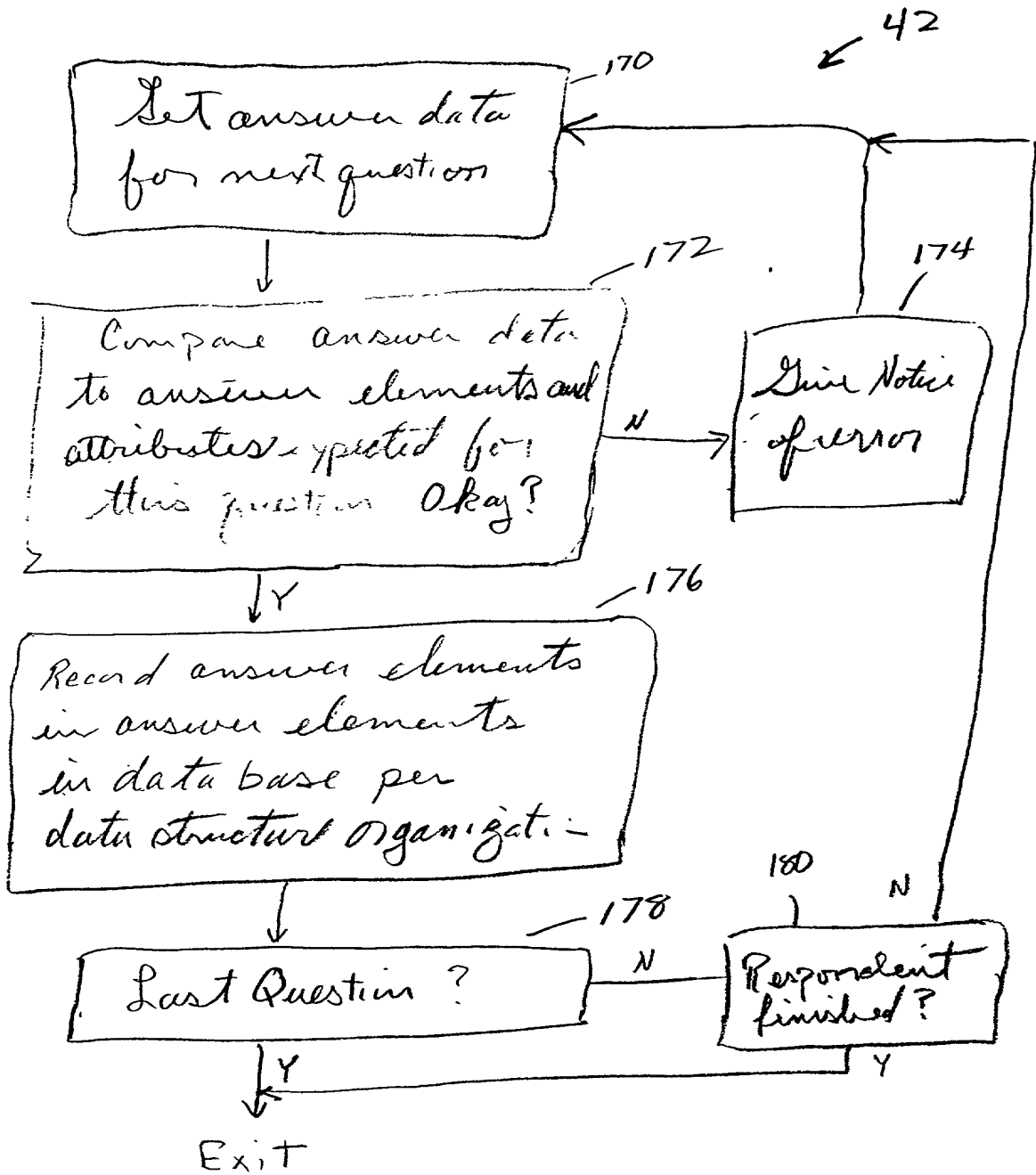


Fig. 8

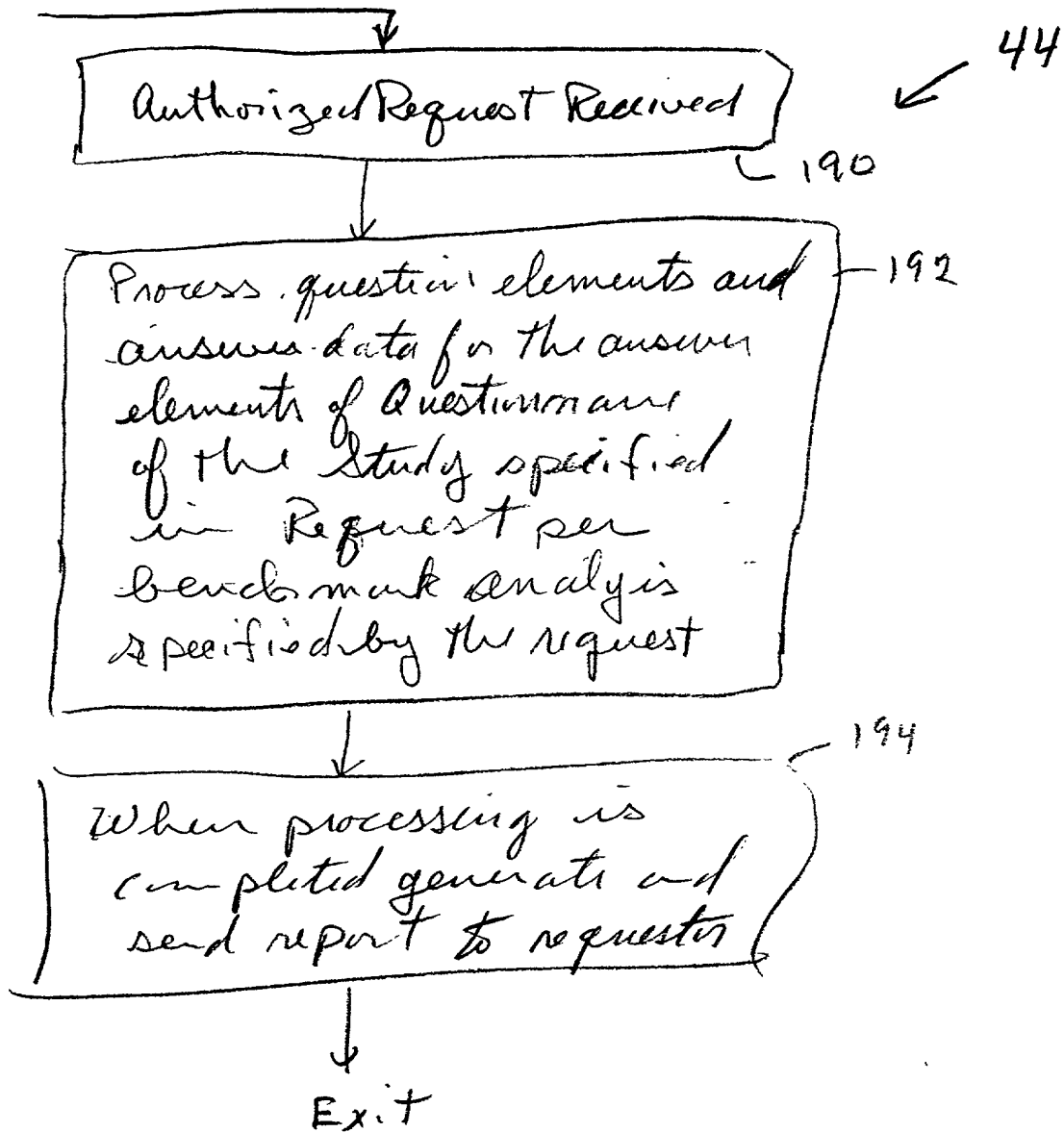


Fig. 9



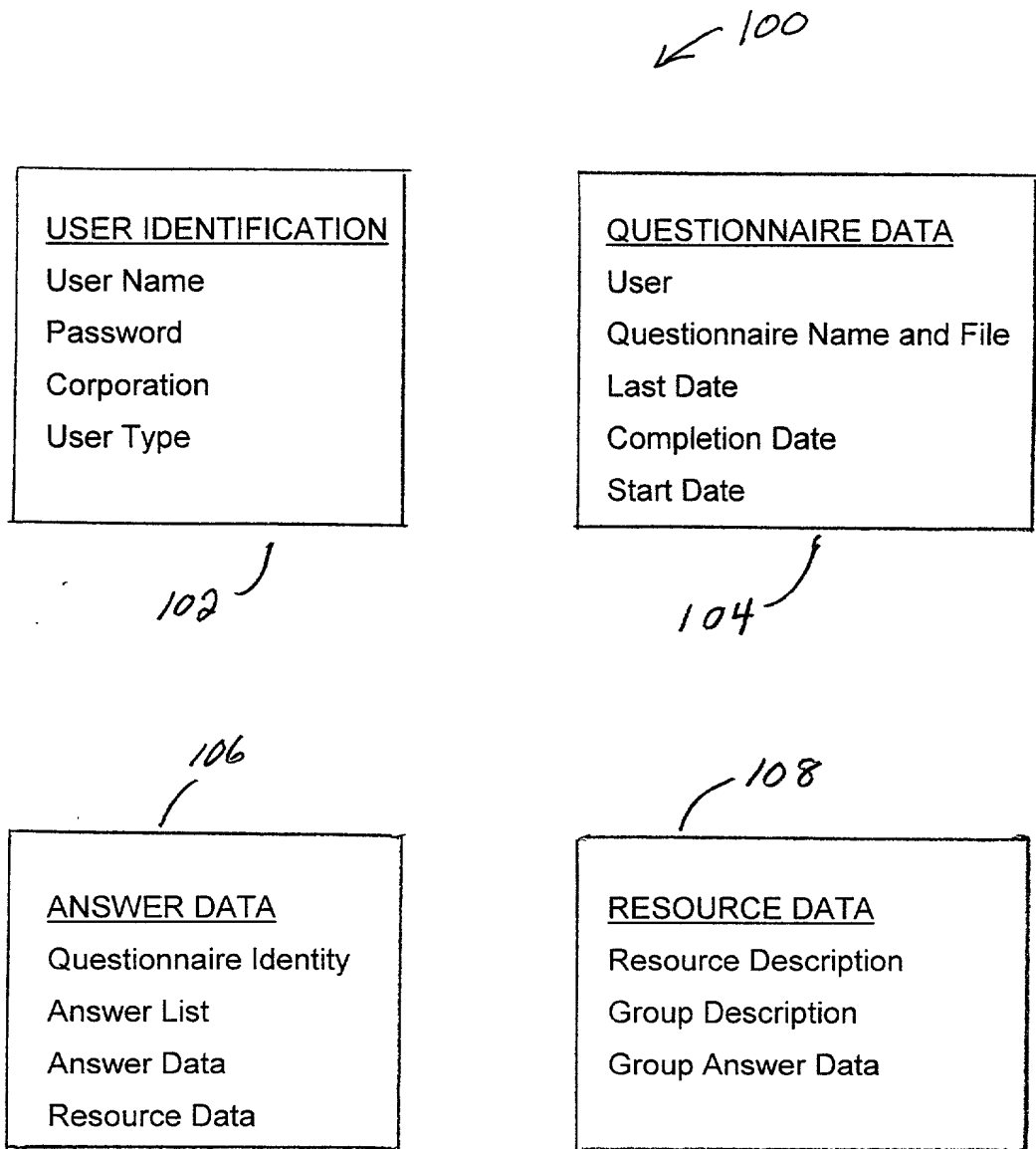


Fig. 10